

Complaint Tracking for MO (06/01/2006-05/31/2007). Total Customer Contacts: 52

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/22/07		05/31/07	Apologized for the problem and assured that the complaint would be sent in as stated. Trouble Ticket opened; call back requested. Spoke to the customer on TTY and informed her that the a test call was implemented and came through successfully. She was happy that the problem was solved. Customer is able to make long distance calls now and hoped that she will not experience any problems again. The customer was very appreciative of callback.
05/04/07	A CA technician working at a MO facility could not reach the MO Relay toll-free 800 TTY number when dialing out to test the TTY. Whenever he tried he got two rings and then the line disconnected. This was 5/4/07 approximately 5:30 p.m.	05/04/07	Apologized. Tested the relay number and received quick response. Follow up requested. RPM received confirmation that problem has been resolved. The CA tech also made test calls from his location with a Pro 80 Gold TTY machine and it completed with no problems as well.
05/01/07	The customer was concerned about a call that was possibly fraud and asked the agent to speak to a supervisor and the agent told customer that it was not possible. The customer asked again to speak to a supervisor and the agent said that he was not allowed to get involved in the call and still would not call for a supervisor	05/01/07	Apologized to the customer This ID number range is currently unassigned. No further action is possible.
04/26/07	Disconnect/Reconnect during calls	04/26/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce occurrence.
04/11/07	Business customer cannot reach Relay by dialing 711.	04/11/07	Apologized. Explained that businesses with PBX must have 711 programmed as a valid outdial in their phone system. The toll free number is available. Trouble Ticket was opened. Contacted the customer and left a message via her co-worker. PSC stated that the customer calls from her home and work and gets the same result (strange rings and dead silence). PSC acknowledged that 7-1-1 dialed in another state will require the use of an interexchange carrier and that complicates matters. That long distance issue and the wireless issue are why PSC asked AT&T to investigate their side of the house. PSC said that he will try and contact the customer himself with three-way conference call and perhaps try to test the 7-1-1 while the customer is on the other line. Resolution has been resolved. PSC is currently working with LEC.
03/26/07	TTY customer unable to use FD list; database unavailable to Relay operator	03/30/07	Apologized and opened Trouble Ticket; customer requested follow up. Contacted the customer after three tries with no luck. However, the ticket has been solved since the customer's bank's phone number has been added in the frequently dialed number list.
03/27/07	Disconnect/Reconnect during calls	03/27/07	Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and advised them to have the telephone company check the line to determine if it is able to support the modem activity of the CapTel.

03/26/07	Disconnect/Reconnect during calls	03/26/07	Explained to customer's representative why disconnection/ reconnection might be occurring and provided tips to reduce occurrence.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network provider.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network provider.
02/24/07	Accuracy of captions	02/26/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up with the CA.
02/24/07	Disconnect/Reconnect during calls	02/26/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Sent email with tips to reduce the occurrence of disconnection.
02/13/07	Customer stated that when making long calls through relay service the words come back to him doubled. This causes the call to be very hard to read.	02/21/07	Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Trouble Ticket opened; internal update performed. There is a known issue with a memory allocation for agent PC's that is being addressed with the addition of additional memory to enhance the virtual memory size for an active call. Followed up with customer through phone. Customer was satisfied with information.
02/06/07	Disconnect/Reconnect during calls	02/06/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.

01/26/07	Caller reported that she works the switchboard and is very familiar with relay service. This CA was very impatient, abrupt, and raised her voice at the caller. She read the conversation very choppy then kept repeating, "say GA, say GA". Caller transferred to the correct department, and the person taking over the call reported that she was treated in the same manner.	01/26/07	Apologized for the inconvenience and thanked the caller for taking time to let us know. No follow up requested. The agent had a quality assurance evaluation conducted at the time of the alleged incident (based on the time of entry made into the Customer Contact system). Agent's supervisor observed no improper protocol and the agent maintained professionalism in all aspect of relay conduct throughout out the evaluation period. Unless this occurred outside of the evaluation period or we were provided a wrong agent's ID, there will be no further investigation on this issue.
01/21/07	Disconnect/Reconnect during calls	01/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained how to contact local phone company to ensure functional line.
01/22/07	Disconnect/Reconnect during calls	01/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
01/12/07	Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.
12/17/06	Disconnect/Reconnect during calls	12/19/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
12/14/06	Accuracy of captions	12/14/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
12/08/06	MO VCO user requested transfer to RCS, but never got any response and could never connect. Customer commented "She loves the service and relies on it but recently things changed that affect the service not working as smoothly."	12/08/06	Apologized, test called back with no issues, and explained I had typed to her but could not hear her. Submitted Trouble Ticket for further investigation. Customer does not request contact. Acknowledged the customer's concern.
11/30/06	Agent asked VCO to repeat calling numerous tries and feels that the agent couldn't understand.	12/05/06	Apologized for the problem. Customer requested contact. Internal Update Performed. Contacted customer and left a message stating the core of the problem was that even though the agent could hear the customer clearly but that the customer kept giving an extra digit in the 10 digit numbers. Informed the customer that if she had any further questions, she could contact our customer service department.
12/05/06	VCO customer reported that operator did not follow database instructions "when calling to answering mach VCO wants to leave message on first dial give GA." Customer reports this is an ongoing problem and the operators are wasting her time.	12/05/06	Apologized for problem and advised complaint would be forwarded to supervisor. Follow up requested. Operator recalled customer requesting ID number and transfer to CS. Operator took note of call details and remembers that no customer notes appeared with inbound call. Operator did not receive voiced instructions from customer and processed call following standard protocol. Contacted customer with explanation. Discussed probable technical difficulty and opportunities for customer to report problem through supervisor at time of call. Thanked customer for patience and apologized for inconvenience. Opened Trouble Ticket regarding notes not appearing to agent.

11/30/06	VCO customer reported agent didn't follow database notes instructing that VCO wants to leave message first time on answering machine and to give "GA". Agent dialed out and typed message and (answering mach hung up). The caller asked if agent saw their notes and agent apologized they didn't see first time and offered to redial. The caller hung up and called back for different agent. Caller has experienced a lot of problems with agents not reading the database instructions prior to dialing out and wasting her time.	12/01/06	Apologized for problem and said complaint would be forwarded to supervisor. Customer requests contact. When talking with the agent, who didn't remember this particular call, the supervisor quizzed the agent on what to do with customer notes and how to process a call where there were notes to prompt for a VCO to leave a message rather than writing out the answering machine message first. The agent did explain correctly and does show knowledge for calls with customer notes. Called the customer, got the answering machine and left a message.
11/27/06	Disconnect/Reconnect during calls	11/27/06	Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Suggested customer document the date, time, and CA # for more specific follow up.
11/24/06	An agent disconnected the call and the caller was very unhappy.	11/24/06	Agent was coached by Team Leader on improperly disconnecting calls and to ask for assistance if there were any questions regarding the call processing. It is now resolved.
11/13/06	Disconnect/Reconnect during calls	11/13/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
11/08/06	Customer does not connect to relay.	11/10/06	Apologized for the problem and assured that a trouble ticket would be turned in on the problem. Internal Update Performed. Need follow up with customer for resolution; called customer and no response after few phone contacts. Case closed.
10/09/06	Caller ID did not transmit on local calls via Relay MO.	10/27/06	Apologized for problem and advised Trouble Ticket and complaint would be entered; customer requested contact ASAP. Caller did not have operator's ID info. The daughter is aware that she has to contact the VCO service. Contacted the customer through Relay service and confirmed that the issue has been resolved.
10/27/06	TTY customer called in approximately 12:15 AM. Said that prior to calling, he was speaking with customer service and that the CS representative could not understand him due to garbling. There was no garbling on his end, just with the customer service representative.	10/27/06	Apologized for the inconvenience. No follow-up requested. Garbling issue has been reported to technical support.
10/23/06	Person was having a conversation with his deaf girlfriend. At the end of the call when he had disconnected, the operator typed "just so you know" and told her that it sounded like he was having sex while he was talking to her. She printed the conversation on her TTY and showed it to him and then broke up with him. The operator's number was torn off of the printout. Person did not want to give his name but wanted to know if operators were allowed to give out background sounds and said that the operator gave her false information.	10/23/06	Apologized for the operator's behavior, and explained that the operators are allowed to inform the caller of any background sounds by stating factual sounds such as "loud noise background" or the person is having conversations. However, the operator is being trained and reprimanded by the supervisor. The hearing customer declined follow up but did not want to just let the situation slide without saying anything. Acknowledged the customer's concern and the supervisor was immediately informed.

10/23/06	TTY user said no one is answering at the 1-900 number. It just keeps sending ID and ringing macros.	10/23/06	A follow up letter has been sent to the customer notifying the customer that the problem is being investigated by the tech department. There was nothing the CA could do. This should never have been written up as a complaint.
10/22/06	Caller got 900 access number from Missouri relay agent and tried to call it. The line rang more than 10 times with no answer. Caller was told to call CS if she had problems with using 900 access.	10/22/06	Apologized and told her I would fill out a support form for 900 number not working. She would like to be called back. Also advised customer to call their LEC to remove 900 block, then should be able to call the 900 # after the block is removed. The customer will call back if problems persist.
10/20/06	Agent was not respectful. When asked to please repeat, agent said he could not repeat and to please speak directly to the caller. Agent was rude throughout the beginning of the call.	10/20/06	Forwarded the complaint to the relay center for follow up. There was no Agent number to identify.
10/19/06	MO voice user complained that he dialed MO toll free voice # from home and his cell phone, which rang 2 times, sent tones, and then nothing, preventing his call to VCO user. VCO user says agents are not getting note she is VCO.	10/19/06	Apologized, and said I would share with tech. Also referred to LEC for static line issue and equipment program as customer was using new device. Entered Trouble Ticket. Customer allowed follow-ups. Tech reported that he attempted to call customer for test calls but has not heard back from the customer. Case closed due to lack of customer response.
10/13/06	MO TTY user upset with rude agents refusing to let her call her mom on long distance.	10/13/06	Apologized, explained long distance calls are not free, entered her carrier information provided Internet relay options available to her. Customer does not want contact but requested relay literature be sent. Acknowledged the customer's concern and shared the complaint with the supervisor.
09/27/06	MO TTY user called to complain that he was getting recordings stating that "his call could not be completed as dialed" even though he was calling to his home phone number. Caller states this has been happening off and on for the past 3 weeks.	09/27/06	Turned in Trouble Ticket. Customer did not request follow up. Production support has already identified a problem with the SP-230. They are currently working with Encore to have this problem corrected.
09/25/06	TTY customer called to complain that his local calls to a neighboring area code are not going through, as it shows a restricted number and LD billing. His boss confirmed that the calls should not be restricted, and the calls are all local.	09/25/06	Apologized for inconvenience. Trouble Ticket opened. Follow up requested. There is an issue with the CA positions not properly processing local calls. This will be corrected in the next release and should resolve the issue that this customer is experiencing. AM contacted customer through try to try. No response.
09/24/06	Customer had occasional difficulty getting long distance calls processed through Relay.	09/24/06	Technical problem identified. Trouble Ticket was opened. Apologized to customer. Assured customer we would follow through on technical issue. Technician was able to test call via Sage and now long distance is in the system.

09/13/06	Customer stated agent said the number he was calling (317-858-6321) was long distance. At the end of the call the TTY customer asked why he said it was LD and the agent stated that is what the computer said. Customer does not know if he was charged for the call.	09/13/06	Supervisor called and it was a local number. Supervisor apologized for inconvenience; customer wants follow up via e-mail. Customer will use the follow up to give to phone company if charged for the call. However, the person who took the complaint forgot to write down the customer's e-mail address. Therefore, it was not possible to contact the customer via email and the phone number was not listed in the complaint.
09/03/06	Customer complained that she was making a local call but the agent's screen asked for her LD choice to process the call. She selected a carrier to complete the call but was certain it was local.	09/03/06	Apologized. Opened Trouble Ticket. No follow-up requested. This has been referred to the database administrator to verify the mileage set in the long distance code and branded it as local call. Now it is in the system for customer call.
09/02/06	MO VCO customer called to complain that when she asked the agent what her mother's tone of voice was, the agent did not answer and hung up on her.	09/02/06	Apologized for the problem. Customer did not request follow up. CA said that she has not had any calls today asking about voice tone. CA knows that she can provide this information and is knowledgeable of correct disconnect procedure.
08/30/06	MO VCO user concerned that sometime relay does not handle the calls the same way. She does not get the correct greeting when dialing 711, and agents can't seem to hear her.	08/30/06	Apologized, explained using the dedicated VCO users toll free # is the best way to connect to relay so she will be heard. Rebranded her # for VCO and suggested she note CA ID #s for future concerns and to let us know any issues.
08/29/06	Customer did not complain about agent, but was confused about why her phone calls were always going through as blocked.	08/29/06	Referred to CS to permanently unblock number. Non-agent error. No action taken.
08/24/06	Customer stated that agent needs to learn how to type correctly. She had a lot of typos and mistakes during the conversation which made for a very bad call experience.	08/28/06	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. CA called AIC down on this call. Per the call verification log, AIC confirmed that the typing was perfect on the screen. TTY's screen must have been garbling. VCO user's daughter (inbound caller) told the CA not to worry, that this happens all the time. Customer notes for VCO say to disable Turbo Code and slow type to 50 WPM and CA did both before requested. Called AIC down to verify everything.
08/20/06	MO VCO customer called to complain that her caller ID is not showing up when she calls people, even though her caller ID preference is set to "send."	08/20/06	Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Contacted the customer but the customer was not available and left detailed message to contact me back. The customer contacted me and the RPM informed the customer that the issue has been resolved.
08/09/06	MO VCO user complained when asking agent if answering machine was the same as a voice mail, the agent would not respond and transferred to customer service without informing her.	08/09/06	Apologized, explaining I would inform the supervisor for follow up with the agent. Customer does not want contact. Internal Update Performed. Agent was confused by this complaint as she does not remember anything like this. However, the agent is fully aware of the professional courtesy.
07/28/06	Disconnect/Reconnect during calls	07/28/06	Told customer to check with phone company on type of phone line. Sent letter with causes of disconnects and ways to prevent to customer.

06/26/06	Customer database not showing on relay.	06/26/06	Apologized for the problem and opened Trouble Ticket. Follow up by AM required for problem resolution. 6/27/06: Test call using the caller's ANI verified the calls were answered with the VCO greeting and Correct product type for MO. Unable to duplicate the problem. Asked customer to make test calls then contact Customer Service and provide the test calls results. Customer called this morning to report that she is no longer experiencing the problem of agents not knowing that she is a VCO customer.
06/26/06	Disconnect/Reconnect during calls	06/26/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Advised customer to contact
06/05/06	HCO customer with new phone having garbling issues.	06/05/06	Apologized, opened Trouble Ticket. Follow up requested. Tech spoke with customer's husband and he was using a cordless phone, getting feedback through the air. Once he used a land-line that was not cordless garbling quit.